



Public Services Team Lead

Job Description

Department: Clerk/Auditor
Position: Career Service
Pay Grade: 505
Supervisory: Lead
Reports to: Property Tax Administrator

Summary

Under the direction of the Property Tax Administrator, schedules, coordinates, and oversees the Public Services Team of the Clerk/Auditor Office. Oversees the processing/issuance of marriage licenses and the acceptance and submittal of passport applications to the United States Department of State. Assists in processing tax abatement applications, property valuation appeals, and other services offered to the public through the Clerk/Auditor office.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Schedule and coordinate activities of the Public Services Team of the Clerk/Auditor Office.
2. Oversee the work of time-limited staff, including hiring, training, and reviewing work performance.
3. Mentor and coach full-time staff who may assist in processing marriage licenses and passports.
4. Assist in development and implementation of goals, objectives, policies, procedures, and work standards.
5. Prepare statistical reports as requested and required by statute.
6. Without providing legal advice, advise the public regarding vital and official record issues, passport acceptance, and referrals to legal resources, as needed.
7. Receive incoming orders via phone and internet for certified copies of marriage licenses and other legal documents issued by the Clerk/Auditor Office; process requests, as appropriate.
8. Coordinate marriage license services; review applications submitted in office and online for legal compliance.
9. Officiate the performance of civil marriages as a Deputy County Clerk for both in-office and web-based ceremonies.
10. Oversee the collection and receipt of fees for transactions related to marriage licenses and passports.
11. Oversee daily balancing of money received; prepare required reports.
12. Address and resolve customer concerns, issues, and complaints.
13. Oversee and assist with document management, retention, and the transmittal of marriage information to the State Office of Vital Records.

For Office Use Only

Job Code: 6223
Job Title: Public Services Team Lead
FLSA: Non-Exempt
Effective Date: 2/25/2021
Public Safety: No

Worker's Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor

14. Assist the Tax Relief Program Coordinator in training time limited staff on the acceptance and reviewing of completed applications for property tax relief; ensure staff is appropriately trained in tax relief programs to enable appropriate answering of applicant questions.

Knowledge, Skills, and Abilities

- Knowledge of personnel management and supervision techniques
- Knowledge of general office practices, procedures, and equipment
- Knowledge of document and records management principles and practices
- Knowledge of customer service techniques and practices for serving the public in person and through correspondence
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of applicable laws governing records management, retention, and disclosure
- Knowledge of processes related to the statutory obligations of the County Clerk/Auditor
- Knowledge of computer software and data-entry procedures related to job-specific duties
- Knowledge of the laws of the State of Utah regarding marriage and the issuance of marriage licenses
- Knowledge of U.S. Department of State laws, regulations, and requirements for the issuance of U.S. passports
- Knowledge of basic software including Excel, Word, Outlook, and Adobe Acrobat
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in cashiering and cash handling
- Skilled in providing high-level quality customer service to the public
- Ability to manage a fast-paced work environment while coordinating and participating in team workload
- Ability to communicate clearly and effectively, both verbally and in writing
- Ability to motivate, encourage, and recognize staff development and achievement; and appreciate and support diversity
- Ability to stay current with marriage laws and ongoing changes to U.S. Department of State laws and regulations governing the passport application process and requirements
- Ability to research, interpret, and apply policies, procedures, laws, and regulations appropriately
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to respond effectively and professionally in stressful situations
- Ability to pass and follow required job-specific tests and renewals
- Ability to plan and conduct effective meetings
- Ability to maintain and effectively apply new work methods, skills, and technologies
- Ability to train and lead others

For Office Use Only

Job Code: 6223
Job Title: Public Services Team Lead
FLSA: Non-Exempt
Effective Date: 2/25/2021
Public Safety: No

Worker's Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor

Supervisory Responsibility

This position oversees the work of time-limited employees and serves as a lead, coach, and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work occasionally exposes the incumbent to stress, contagious or infectious diseases, strong smells or odors, and/or potentially hostile situations due to interactions with the public.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between shades of color and patterns. The employee is required to type, file and lift office supplies up to thirty (30) pounds. The employee may occasionally drive a motor vehicle.

Position Type/Expected Hours of Work.

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Associate degree from an accredited college or university in accounting, business, finance, economics, political science, or a closely related field.
2. Four (4) years of experience working in an administrative support position with progressively increasing responsibility.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with previous lead or supervisory experience.

For Office Use Only

Job Code: 6223
Job Title: Public Services Team Lead
FLSA: Non-Exempt
Effective Date: 2/25/2021
Public Safety: No

Worker's Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor

Additional Eligibility Qualifications

1. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

For Office Use Only

Job Code: 6223
Job Title: Public Services Team Lead
FLSA: Non-Exempt
Effective Date: 2/25/2021
Public Safety: No

Worker's Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor